What is claimed is:

1. A method for routing a call from a communications device to a call center, comprising:

receiving the call at a first call center, the call being routed to the first call center based on a communications device identifier;

determining the geographic vicinity of the communications device; and

routing the call to a second call center if that second call center is closer to the geographic vicinity of the communications device than the first call center.

2. The method according to claim 1, wherein the communications device identifier is automatic number identification (ANI).

3. The method according to claim 1, further comprising receiving a signaling stream associated with the call, the signaling stream including at least a caller location identifier or an initiating switch locator for respectively identifying the geographic vicinity of the caller or a switch through which the call is initially being routed.

4. The method according to claim 3, wherein the geographic vicinity of the communications device is determined by decoding the caller location identifier or the initiating switch locator.

5. The method according to claim 4, wherein the caller location identifier comprises a caller geodetic location information parameter (CGLIP).

6. The method according to claim 5, wherein the decoding comprises converting the CGLIP from WGS format to latitude and longitude.

7. The method according to claim 4, wherein the initiating switch locator comprises a jurisdiction information parameter (JIP).

8. The method according to claim 7, wherein the decoding comprises:
converting the JIP to a switch ID;
converting the switch ID to geographical coordinates; and
converting the geographical coordinates to latitude and longitude.

9. The method according to claim 4, wherein the initiating switch locator comprises a call reference parameter (CRP).

10. The method according to claim 9, wherein the decoding comprises:
converting the CRP to a switch ID;
converting the switch ID to geographical coordinates; and
converting the geographical coordinates to latitude and longitude.

11. The method according to claim 4, wherein the initiating switch locator comprises a common language location identification (CLLI) code.

12. The method according to claim 11, wherein the decoding comprises:
converting the CLLI code to geographical coordinates; and
converting the geographical coordinates to latitude and longitude.

13. The method according to claim 3, wherein the signaling stream is formatted in accordance with an SS7 protocol.

14. The method according to claim 3, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to a session initiation protocol.

15. The method according to claim 3, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to an H.323 protocol.

16. The method according to claim 1, wherein the second call center is within the same state as that of the communications device.

17. The method according to claim 1, wherein the second call center is within the same LATA as that of the communications device.

18. The method according to claim 1, wherein the second call center is within the same time zone as that of the communications device.

19. The method according to claim 1, wherein there is a plurality of call centers closer to the geographic vicinity of the communications device than the first call center, and the second call center is the one call center out of the plurality of call centers that is closest to the geographic vicinity of the communications device.

20. The method according to claim 19, further comprising routing the call to a third call center based on the expected wait time at the second call center.

21. A system for routing a call from a communications device to a call center, comprising:

an interface for receiving at a first call center a signaling stream associated with the call, the signaling stream including at least a communications device identifier and a caller location identifier or an initiating switch locator, the caller location identifier identifying the geographic vicinity of the caller, and the initiating switch locator identifying the geographic vicinity of the switch through which the call is initially being routed;

a database for relating the caller location identifier or initiating switch locator to the geographic vicinity of the caller or initiating switch, respectively; and

a processor for retrieving the geographic vicinity of the caller or initiating switch, for determining a second call center closer to the geographic vicinity of the caller location or initiating switch location, and for routing the call to that second call center.

22. The system according to claim 21, wherein the communications device identifier is automatic number identification (ANI).

23. The system according to claim 21, wherein the caller location identifier comprises a caller geodetic location information parameter (CGLIP).

24. The system according to claim 23, wherein the processor decodes the caller location identifier by converting the CGLIP from WGS format to latitude and longitude.

25. The system according to claim 21, wherein the initiating switch locator comprises a jurisdiction information parameter (JIP).

26. The system according to claim 25, wherein the processor decodes the initiating switch locator by:

converting the JIP to a switch ID;

converting the switch ID to geographical coordinates; and

converting the geographical coordinates to latitude and longitude.

27. The system according to claim 21, wherein the originating switch identifier comprises a call reference parameter (CRP).

28. The system according to claim 27, wherein the processor decodes the initiating switch locator by:

converting the CRP to a switch ID;

converting the switch ID to geographical coordinates; and

converting the geographical coordinates to latitude and longitude.

29. The system according to claim 21, wherein the initiating switch locator comprises a common language location identification (CLLI) code.

30. The system according to claim 29, wherein the processor decodes the initiating switch locator by:

converting the CLLI code to geographical coordinates; and

converting the geographical coordinates to latitude and longitude.

31. The system according to claim 21, wherein the signaling stream is formatted in accordance with an SS7 protocol.

32. The system according to claim 21, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to a session initiation protocol.

33. The system according to claim 21, wherein the content of the call is formatted according to a VoIP protocol and the signaling stream is formatted according to an H.323 protocol.

34. The system according to claim 21, wherein the second call center is within the same state as that of the communications device.

35. The system according to claim 21, wherein the second call center is within the same LATA as that of the communications device.

36. The system according to claim 21, wherein the second call center is within the same time zone as that of the communications device.

37. The system according to claim 21, wherein there is a plurality of call centers closer to the geographic vicinity of the communications device than the first call center, and the second call center is the one call center out of the plurality of call centers that is closest to the geographic vicinity of the caller location or initiating switch location.

38. The system according to claim 37, wherein the call is routed to a third call center based on the expected wait time at the second call center.